



Dental Schedule Communications

**February
paid March
2025**

Welcome to the Schedule Communications where you will find all our latest news and useful information.

Access the schedule close dates and prior approval timescales [here](#)

March paid April cut-off date: Thursday 3 April 2025 at 5pm

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PCA(D)2025(1) – SDR Amendment No. 166

[PCA\(D\)2025\(1\)](#) advises on:

- Update to Determination XIII – Recruitment and Retention Allowances (R&R), in conjunction with a non-SDR coordinating change to the Scottish Dental Access Initiative (SDAI).

Patient Registrations

Lifetime registration

Lifetime registration took effect from 1 April 2010. However, on 1 April 2009, the Scottish Government extended registration from 36 months to 48 months, ensuring that no patient registrations between the period 1 April 2009 and 31 March 2010 lapsed.

This means that patient registrations from 1 April 2006 will not have lapsed, as the registration period extended from 3 years to 4 years, and subsequently entered lifetime registration.

Therefore, any patient registered with your practice on or after 1 April 2006 will remain registered at your practice, unless:

- They have registered elsewhere
- They have left the country
- You have de-registered them using a GP200
- They have passed away.

For further information on lifetime registrations, please read the following PCAs:

- [PCA2009\(D\)02.pdf \(scot.nhs.uk\)](#)
- [PCA\(D\)\(2010\)1 - General Dental Services: the National Health Service \(General Dental Services\) \(Scotland\) Amendment Regulations 2010: introduction of non-time limited registration](#)

Checking Patient Registrations

If you are unsure whether a patient is registered at your practice, or you would like to know which dentist a patient is registered within your practice, you can follow the steps below to run registration reports. These reports provide registration details for all patients registered within a practice.

Please remember that this is the only way to accurately check if a patient is registered at your practice; your practice management system may not accurately reflect up-to-date registrations.

The eSchedule contact for the practice can access the patients registered at the practice by choosing the report “Registrations Detail”

Online Reports

Treatment, payment and patient reporting

The following reports are available:

Payment Schedule Reports

[Remittance Advice](#)

[Account 7 General](#)

[Account 7 Commitment](#)

[Additional Payments and Recoveries](#)

[Allowances and Superannuation](#)

[Item of Service Payments](#)

[Item of Service Detail](#)

[Item of Service Adjustments](#)

[Patient Information](#)

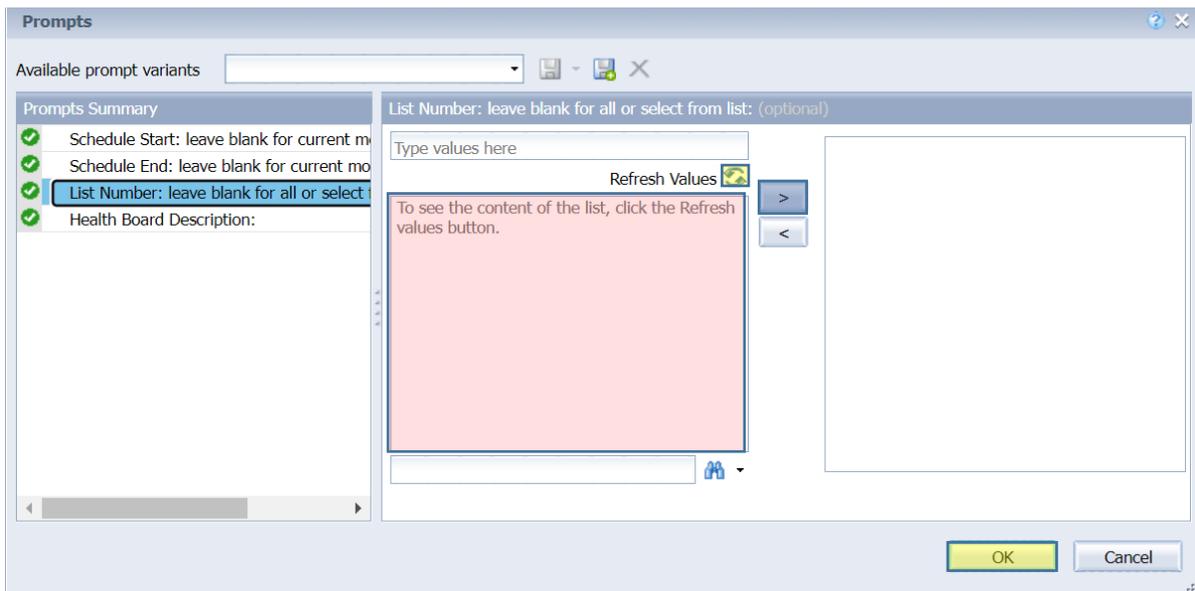
[Registrations Payment](#)

[Registrations Summary](#)

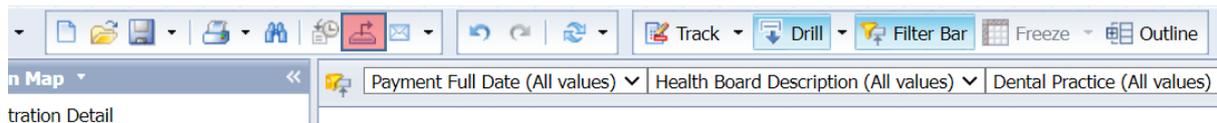
[Registrations Detail](#)

[Superannuation Cumulative](#)

The following prompt will appear. Under List Number, press the “Refresh Values” button. This will show all the active and historical list numbers within the practice that the eSchedule contact has access to in the box highlighted in pink. Select the relevant values from the box and click the arrow pointing to the right. And finally select “OK”.



To export it, click the following option found on the top left corner.



Your part in maintaining accurate patient records.

The patient community health index or CHI number is used to link claims to the correct record. These CHI numbers should be used where possible on all claims, and we would encourage you to request CHI numbers from all new patients.

Please note that some patients may not have a CHI number assigned to them. These might be patients who live in other parts of the UK or patients who have not registered with a GP. In such cases, please indicate that no CHI number is available and ensure not to select the CHI number of another patient.

For patients that are twins, please check they have different CHI numbers on their claims. If they are new to your practice, we recommend that you request CHI numbers from the patient or guardian before submitting claims

Sending claims for twins without CHI especially for same day treatment increases the chance of inaccurate records. If you receive a claim rejection for a patient with a twin, please contact Practitioner Services for support at nss.psddental@nhs.scot

We use CHI as part of the process of maintaining the Master record for each dental patient registered in Scotland, this makes sure patient treatment histories are linked together.

Actions for the practice

Each month, you can run the dental payment schedule report called 'Patient Information', which contains details of patient registration changes and discrepancies with patient details. Please remember that you can only run this report for the current month and that you cannot run this report for previous months.

Online Reports

Treatment, payment and patient reporting

The following reports are available:

Payment Schedule Reports

[Remittance Advice](#)

[Account 7 General](#)

[Account 7 Commitment](#)

[Additional Payments and Recoveries](#)

[Allowances and Superannuation](#)

[Item of Service Payments](#)

[Item of Service Detail](#)

[Item of Service Adjustments](#)

[Patient Information](#)

[Registrations Payment](#)

[Registrations Summary](#)

[Registrations Detail](#)

[Superannuation Cumulative](#)

The 'Registration Status Description' column may show the following changes:

- **'Transferred within the practice'** – this means the patient has registered with another dentist within the same practice as you, and the patient's registration with you will therefore cease
- **'Transferred outwith the practice'** – patient registered with another dentist in another practice therefore the patient's registration with you will cease.
- **'Automatic Transfer'** – this refers to patients who have recently turned 18 years old.

- **‘Bulk Transfer – Initial Registration’** – this patient has been bulk transferred to you, and is now registered with you and you will receive registration payments.
- **‘In receipt of reduced payment’** – as this registered patient has not been seen for over 3 years, the registration rate will reduce to 20% of the full rate.
- **‘Due to quality for reduced payment’** - as this registered patient has not been seen for over 3 years, the registration rate will reduce to 20% of the full rate on the date detailed
- **‘Bulk Transferred’** – this patient has been transferred to another dentist as part of a bulk transfer, therefore the patient’s registration with you will cease
- **‘Withdrawn - Deceased’** - your registration will cease for this patient

Patient		Patient Sex	Patient D.O.B.	CHI Number	Registration Initial Date	Registration Status Description	Effective Date
BLOGGS	JOE	M	01/03/2007	0000000000	18/04/2024	Automatic Transfer	30/01/2025
DOE	JANE	F	01/01/2000	0000000001	20/01/2025	Transferred within the practice	23/01/2025
BLOGGS	JOE	M	01/01/1995	0000000002	20/01/2025	Bulk Transfer - Initial Registration	21/01/2025
DOE	JANE	F	01/01/1980	0000000003	20/01/2025	Due to qualify for reduced payment	25/01/2025
BLOGGS	JOE	M	01/01/2001	0000000004	20/01/2025	Transferred outwith the practice	26/01/2025
DOE	JANE	F	01/01/1976	0000000005	01/04/2024	In receipt of reduced payment	27/01/2025
BLOGGS	JOE	M	01/01/1930	0000000006	20/01/2025	Withdrawn - Deceased	28/01/2025

If a patient disputes the information in this report (for instance if they claim that they have not registered elsewhere) or if you think this is incorrect you should complete the dental 289 form for us to investigate:

<https://www.nss.nhs.scot/publications/dental-administration-forms/>

The ‘Linked Patients’ section shows the master record that we hold and those entered on the claim if different.

Linked Patients (Patient Details on Claim Differ from patient Master Details as shown in the current

Patient		Patient Sex	Patient D.O.B.	CHI Number	Claim Surname	Claim Forename	Claim Sex	Claim D.O.B	Claim CHI
BLOGGS	JOE	M	01/01/1990	0000000000	BLOGGS	JOHN	M	01/02/1990	

Common causes are incorrect spelling of names and various versions of the same patient’s name being submitted on claims, i.e. ‘Benjamin’ being shortened to ‘Ben’ increases the chance of inaccurate records.

Where a patient presents and has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software.

This allows us to amend the patient’s master record when the claim comes in. **If our records are wrong, please provide the correct details using the dental 287 form.**

<https://www.nss.nhs.scot/publications/dental-administration-forms/>

eSchedule contacts

We send a monthly email regarding the availability of eSchedule reports and schedule communications to the relevant eSchedule contacts in different practices.

If there has been any change in the eSchedule contact's details and you wish to update or provide an amendment to the eSchedule contacts for your practice to receive these emails, please fill out the [eSchedule contact form](#) and send it via email to nss.psd-customer-admin@nhs.scot. This can include an amendment to an existing eSchedule contact's details or a change in eSchedule contact.

The eSchedule contact has access to all eSchedule reports pertaining to the practice. Therefore, if the eSchedule contact (in most cases this will be the principal dentist or the practice manager) has left the practice, it is important that you notify us right away so that we can revoke their access to the practice's reports.

Rent reimbursement - GP234 reminder

The deadline for the rent reimbursement for all four quarters of the financial year 2025/2026 has now passed.

If you have missed this deadline, you can still submit the form for part payment of 2025/2026 practice rental costs as follows:

- 31 May 2025 for quarters 2, 3 and 4
- 31 August 2025 for quarters 3 and 4
- 30 November 2025 for quarter 4 only

Please ensure you use the most up-to-date GP234 form, which you can find on our website: [Apply for rates and rental reimbursement | National Services Scotland](#)

Part 3 of the form must be completed by the practitioner's accountant. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper would be acceptable. A business card would not be acceptable.

Please submit your application by email to: nss.psd-dental-payments@nhs.scot

Dental prescriptions – black ink only

We would like to remind you to please ensure that you use **BLACK INK ONLY** when issuing NHS dental prescriptions, and please avoid using red ink or red stamps. Our pharmacy team have been receiving prescriptions to process for payment which have been completed using red ink and their scanners cannot read red ink, which then causes a delay in payment. This applies to the use of both red pen ink and red stamp ink.

Please see the following article on further guidance for Prescribers: [Scanning Services - Reminder of Guidance for Prescribers](#)

Helpdesk closure over Easter break

The Dental helpdesk will be closed on Friday 18 April and Monday 21 April 2025 for the Easter break. It will reopen at 8.30am on Tuesday 22 April 2025.



Telephone: 0345 034 2458 | e-mail: nss.psddental@nhs.scot

Visit [NSS Practitioner Dental Services](#)

Visit **[Scottish Dental | Accessible information about Dentistry](#)**